

Subject: HHS TELEPHONE DIRECTORY SYSTEM

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15-10-00 PURPOSE

This Chapter sets forth assignments of responsibilities and the mechanics of entering data into the organizational and alphabetical sections of the semi-annual HHS Telephone Directory.

15-10-10 RESPONSIBILITIES

- A. The Documentation Management Branch (DMB), Division of Administrative Services, Office of Management Services, Office of the Secretary, HHS, will publish the Department of Health and Human Services Telephone Directory.
- B. Each Principal Operating Component (POC) will designate an HHS Telephone Directory Representative who will be responsible for coordinating the submission of data for the Directory to DMB. the **POCs** will submit the names, addresses, and telephone numbers of their Directory Representatives, and any changes thereto, as they occur, to:

Documentation Management Branch
Office of the Secretary, HHS
HHS North Building
330 Independence Ave., S.W.
STOP 367
- C. The Division of Organizational Analysis in the Office of Management Analysis and Systems, OS, will review the organizational section of the Directory before publication to ensure that organizational listings conform to approved organizational structures.
- D. The submitting organization has ultimate responsibility for the accuracy and completeness of the **data submitted**. Since changes occur so frequently between publication of the Directory, it is essential that administrative officers of submitting organizations familiarize themselves with procedures for submitting change data, using Form HHS-91 (paragraph **15-10-20.D.**).

15-10-20 HHS TELEPHONE DIRECTORY

A. General

The HHS Telephone Directory provides:

1. An alphabetical directory of most **HHS** employees in the Washington metropolitan area, and all personnel listed in the organizational section of the Directory.
2. A convenient organizational directory of key Departmental officials.
3. Instructions on telecommunications and **interdepartmental** calls.
4. Selected information on Departmental and organizational services.

B. Frequency of Publication

Normally the **HHS** Telephone Directory will be published semi-annually (i.e., in the Spring and Fall).

C. Distribution

Each organizational component of OS, and the **POCs** will determine their requirements for copies of the Directory prior to each publication. Intra-departmental distribution will be made in accordance with information and quantities provided to DMB. The Directory is available to the public by sale through the Superintendent of Documents, U.S. Government Printing Office.

D. Directory Data Input

Data for use in publishing the HHS Telephone Directory is compiled as follows:

1. Organizational Directory Data

Prior to the publication of each Directory, and sufficiently in **advance** of the Spring and Fall due dates, the Documentation Management Branch (DMB) will issue a reminder to each OS component and POC Telephone Directory Representative, giving specific due dates and any special instructions not covered by this Chapter. The accuracy of the organizational part of the Directory will be ensured by sending out the previous Directory edition's listing to Directory representatives for mark-up or retyping, if changes are extensive. In order to preclude variances in **the appearance** of the organizational section, the **DMB** reminder memorandum will specify format; however, each **HHS** component must determine the extent of the organizational breakdown to be shown, using the following general guidelines.

a. Organizational listings should indicate:

- (1) Organizational title, with lower levels of the same organization appropriately indented.
- (2) Principal personnel (Director, Deputy Director, Chief, Assistant Chief, etc.). Technical assistants below the office, service, or bureau level will not be listed (e.g.,

administrative officers, secretaries, etc.) because of space and "balance" constraints.

- (3) Administrative code (see the Directory for name of administrative code representative, or check with the POC Directory Representative for that person's name and telephone number).
 - (4) Building (see Directory for list of abbreviations to be used).
 - (5) **Room** number.
 - (6) **Centrex** or other telephone code and extension.
- b. Directory Representatives are responsible for ensuring that the format specified for the organizational section is followed, although the OS Division of Organizational Analysis should be consulted if there is any question as to whether organizational listings to be submitted are officially approved (i.e., published in the Federal Register, if Division level or above, or approved by the Office Head, if lower).
2. Alphabetical Section Compilation

Well in advance of the scheduled publication date for each **HHS** Directory, DMB will furnish Directory Representatives with their component's alphabetical portion of **the** Directory, broken down by administrative code, for validation. Representatives will distribute the listings to each organization whose administrative code appears in the listing for verification. Any changes to the computer listings will be entered into the system by using Form **HHS-91** (see Exhibit 15-10-A).

a. Additions

All names to be added must be submitted by Directory Representatives to **DMB** using the **HHS-91** completely and accurately filled out. The **HXS-91** may be obtained from the General Services Administration Self-Service Store, through the component Directory Representative or by order to the OS Property and Supply Section, using Form BBS-393, "Purchase/Service/Stock Requisition." Of particular importance in filling out the **BBS-91** are:

- (1) Social Security Numbers (used only to differentiate between persons with the same name; in accordance with the Privacy Act of 1974, **SSNs** will neither be published in the Directory nor given out to unauthorized personnel).
- (2) An **"X"** in the appropriate space in **HHS-91**, column (b) -- DELETE, ADD, or CHANGE.

- (3) Correct spelling of the person's name.
- (4) Correct "agency" abbreviation (i.e., OS, HDS, PHS, **ADMHA**, CDC, FDA, HCFA, HRA, HSA, NIH and SSA).
- (5) Building Abbreviation (as given in the Directory).
- (6) Room Number
- (7) Correct Administrative Code (note: this is of extreme importance, inasmuch as the code will be used to break down the component's alpha listing in order to facilitate validation).
- (8) Correct Telephone Number Code (e.g., 24, 47, 44, etc.) and Extension.

b. Deletions

Names of persons who **have left** the organization must be deleted from the alphabetical section of the Directory by the administrative officer, using Form HHS-91, as part of the person's **out-**processing procedure. Only the person's Social Security Number, the "DELETE" column and name are filled out on the HHS-91. Any changes requiring use of the HHS-91 will be made at the time the change takes place.

c. Changes (Other than Additions or Deletions)

Any other changes, such as changes in name, address, telephone number, or corrections in spelling must also be submitted as they occur to DMB using the HHS-91. Please note (see Exhibit) that the form is designed for multiple entries -- i.e., all lines may be used, regardless of the type(s) of changes involved.

3 Responsibility for Data Accuracy

- a. Accuracy of data submitted **for** the alphabetical section of the HHS Directory is the responsibility of those individual **organiza-**tions which are given validation listings for verification. If there are any inaccuracies in this data, it is the responsibility of the reviewing office(s) to correct them. Ultimately, it is the responsibility of the administrative officer to ensure that his/her part of the alphabetical listing is kept current.
- b. To meet Directory deadlines for publication, as given in "reminder" memoranda from DMB to OS and POC Telephone Directory Representatives,

it is essential that administrative officers submit HHS-91s to DMB as changes occur, rather than waiting until notification of **deadlines** is received, thereby causing last minute "rush" efforts. Any changes submitted after the established deadlines will not appear in the new Directory.

HHS Exhibit 15-10-A

General Administration Manual

HHS Transmittal 80.04 (8/1/80)

(FORM HHS-91)

[illegible]

* Form HHS-91 (REV. 4/74) Supersedes previous edition. LOCATION FILE AND TELEPHONE DIRECTORY ADDITIONS, CHANGES, AND DELETIONS

CHAPTER 15-11

GENERAL ACCOUNTING OFFICE AUDITS

15-11-00 General

- 10 Replies to GAO Letters
- 20 Distribution of Copies of Replies

15-11-00 GENERAL

The Regional Offices of the General Accounting Office make periodic audits of field units of the Department. At the conclusion of an audit the GAO Regional Manager generally sends a letter to the head of the field unit involved stating the results of the audit. Such letters will contain only those matters which GAO believes are within the authority and responsibility of the head of the field unit to take appropriate action and do not require any action or reply from the headquarters office. Arrangements have **been** made with the GAO for copies of such letters to **be** sent to the head of the agency responsible for the field activities reviewed by the GAO and the Office of **Financial** Management; Office of the Secretary.

15-11-10 REPLIES OF GENERAL ACCOUNTING OFFICE LETTERS

- A. The GAO Regional **Manager** generally requests the head of the **DHEW** field unit to advise **him** of the action taken on the matters contained in the GAO letter. The head of the field unit shall reply as promptly as possible to the GAO letter. Generally it will not be necessary for him to refer his reply to Washington for prior review **unless:**
1. He is requested by his headquarters office when, in its opinion, the matter is significant **or** that an agency or Department policy may be involved. The Director, Division of Internal **Audit**, Office of the Secretary, will advise the agency of any matter which he feels should be cleared at the Department level.
 2. The head of the field unit has some question as to the action to be taken on a GAO audit findings or, **in** his opinion, the matter may have program-wide implications.

15-u-20 . DISTRIBUTION OF COPIES OF REPLIES

Copies of the reply sent to the GAO Regional **Manager** by the head of the field unit shall be sent to the headquarters office of the agency involved, the Director, Division of Internal Audit, OS, and in the case **of replies** by Regional Directors to the Office of Field Administration, OS.